

# DUTY STATEMENT

CTC-HR 101 (REV 12/2021)

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|   |  | RPA #<br>22-074  | EFFECTIVE DATE:<br>Click or tap here to enter text. |
| EMPLOYEE'S NAME<br>Click or tap here to enter text. |  | POSITION NUMBER (Agency - Unit - Class - Serial)<br>192-302-4800-007 |   |
| DIVISION/UNIT<br>Legal Office                       |  | CLASS TITLE/WORKING TITLE<br>Legal Support Staff Manager (SSM I)     |   |

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

The Legal Support Staff Manager (SSM I) will serve under the direction of the Assistant Chief Counsel and is responsible for supervising and directing the work and activities of a small group of legal support staff who support the work the Commission's Legal Office. Your duties are mission critical, as failures in your unit can create risk to the Commission and the public safety. You are expected to supervise your staff with a high level of independence, to ensure compliance with statute and regulation.

Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

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| 45% | <b>ESSENTIAL FUNCTIONS</b><br>Supervises and directs the ongoing activities of a small group of legal support staff who support the work the Commission's Legal Office. This includes directing and overseeing staff assignments, establishing priorities and time frames for completion of assignments, monitoring completion of tasks, reviewing and editing all staff work, ensuring procedures are established and revised as necessary to track and complete assignments. Examples of legal support staff activities and assignments include interpretation and analysis of existing statute and regulation, responding to requests for records pursuant to the Public Records Act and Information Practices Act, attendance and participation in statutory state body meetings, assisting state body members in their attendance and participation in state body meetings, responding to subpoenas and litigation against the agency, responding to, processing, recording, preparing and/or issuing agendas, notices, schedules, minutes, calendars, meetings, agency decisions and administrative records, in compliance with applicable statute and regulation, including the Bagley-Keene Open Meeting Act. |
| 40% | Advises management on staffing, performance, training, and personnel issues related to legal support staff, evaluates the performance of legal support staff, adheres to the progressive disciplinary process for underperforming legal support staff or staff engaged in misconduct, mentors, and trains legal support staff, participates in the selection process of legal support staff, and completes more complex and sensitive activities and assignments of legal support staff.  |
| 15% | <b>MARGINAL FUNCTIONS</b><br>Other duties as assigned to support the work of the Legal Office and the Legal Office Support Staff for operational continuity.  |

## KNOWLEDGE AND ABILITIES

*Knowledge of: Basic legal concepts, terminology, principles, and procedures, use of legal reference materials, the role of paralegal staff in a legal office, administrative hearing practice and procedure, Public Records Act, Information Practices Act, Bagley-Keene Opening Meeting Act, Administrative Procedures Act, Code of Civil Procedure, federal and state laws governing personnel and progressive discipline, disciplinary process of applicants and licensees, organization and structure of the Commission on Teacher Credentialing.*

*Ability to:*

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1. Interpret and apply the provisions of the California Education Code, Penal Code, Code of Civil Procedure, Civil Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Perform in an independent and creative manner.
4. Speak effectively and write clearly and concisely.
5. Utilize effective techniques in human relations.
6. Analyze situations accurately and take effective action.
7. Analyze policy issues related to the evaluation of professional practices.

### INTERPERSONAL SKILLS

Ability to work collaboratively with the Legal Office Team, but also manage staff independently.

### DESIRABLE QUALIFICATIONS

- Works collaboratively and in recognition of the contribution each team member makes to the common purpose.
- Recognizes the validity of other points of view and treats others with civility.
- Strives to find practical and effective solutions to achieving desired goals.
- Exercises good judgment.
- Knowledge and experience related to the Public Records Act, Information Practices Act, Administrative Procedures Act, Code of Civil Procedure, and the Bagley-Keene Open Meeting Act.
- Knowledge of personnel management in the State of California.
- Ability to complete a high volume of complex work under short deadlines, as well as review the work of legal support staff under such circumstances to ensure accuracy, clarity, and compliance with applicable statute and regulation.
- Knowledge of basic legal concepts, terminology, principles, and procedures.

### WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

#### Work Environment:

- Overtime may be necessary depending upon the situation (i.e. travel, attendance at conferences, etc.)
- Requires prolonged sitting, use of telephone and computer, frequent contact with employees and some public contact.
- Requires mobility to various areas of the CTC and the ability to work business hours 8:00 am to 5:00 pm.
- Demonstrates a commitment to perform duties in a services-oriented manner.
- Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management staff.

Physical Ability: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

### PERSONAL CONTACTS

- CTC Management and Staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credentials Members.

### LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person, and may result in adverse actions. The actions of the individual can and will affect the Commission's public responsibility and safety of the children of California.

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|---|--------------------------------|------|
| MANAGER/SUPERVISOR'S NAME (Print)   | MANAGER/SUPERVISOR'S SIGNATURE | DATE |
| EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>  |                                |      |
| <b>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</b> |                                |      |
| EMPLOYEE'S NAME (Print)   | EMPLOYEE'S SIGNATURE           | DATE |

